



**Meeting Time & Place:** Tuesday, October 8<sup>th</sup>, 2013 8:30 a.m., Lake County Job Service, Polson.

**In Attendance:** Naomi Mock with Mission Mountain Enterprises, Carl Elliott with Polson School District, Marcia Moen with Richwine's Burgerville, Todd Erickson and Debbie Krantz with Lake County Job Service, Theresa Jones with St. Luke Community Healthcare, Debbie Vassar with Bishop Insurance, Jessie Miller with First Citizens Bank, Salisha Old Bull with Kicking Horse Job Corps, Kelley Druyvestien with My Place in Montana, Whitney Cantlon with Country Pasta, and Bob Marsenich with Glacier HR Services.

**Treasurer's Report:** Jessie reported that our current balance is \$11,722.45. There are no outstanding bills or revenue.

**ABC Clinic Financials Review:** We ended up with a profit of \$694.77 from the ABC clinic, which is great. While it's less than we've made in past years, there were a number of positives to hosting it at Ninepipe's this year. The committee agreed that this venue is easier to coordinate and looks a lot more professional for the training. We will plan to host it at Ninepipe's again next year if possible.

**501c3 Status Update:** Jessie reported that all of the paperwork has been completed and is in the mail. We included a \$300 check to the IRS, but may get up to \$200 of that reimbursed (we won't know until they've reviewed the documents). We really appreciate all the work Jessie put into getting that reinstated. We will add this item to our agenda every January to ensure that it's getting renewed each year. We'd also like to get word to MSEC that any direction from them would be helpful in the future. This was lengthy, difficult paperwork and we did not get much guidance from MSEC on how to complete it. If they could draft some guidelines for each chapter in establishing, maintaining, and reinstating a 501c3 status, that would likely be *very* helpful to chapters statewide.

#### **Old Business:**

**Review/Approve Minutes:** Naomi moved to approve the September minutes as written, Theresa seconded the motion.

**Facebook Update:** At our last meeting, we were just shy of 30 likes (30 is the number to strive for on Facebook, as you can then get insights into your page, to see what's working and what's not). We agreed to spend a little money on a Facebook ad to promote our page. Using keywords, we were hoping to target local community members and employers, but unfortunately our \$20 ended up buying likes from across the country. While we appreciate the interest in JSEC, this doesn't help increase our membership locally. So, Whitney cancelled the ad and will hold off on repeating it until we can find a way to take a more targeted approach. For now, we will focus on "organic" growth. If you're on Facebook and haven't liked our page yet, please consider doing so. You can also share our Facebook page on your personal page to tell your family and friends about it. We'll continue to remind businesses about our page through Chamber (meetings and Chambergram) and Whitney will work on networking with businesses that we currently follow on Facebook, to see if we can get them to like us back. The hope is that eventually this will be another outlet for us to inform local individuals and businesses about our meetings, training opportunities. It's a great way to stay visible/relevant, even between meetings and training. Debbie Vassar also pointed out that it's a good way to reach a younger demographic that we might otherwise miss by relying solely on word of mouth and email. Thanks everyone for letting us experiment with this platform to see if it's something worthwhile for us! We're currently sitting at 47 likes! Make that 48 (thanks Salisha)!

#### **New Business:**

**Graduation Matters:** Mark Rochin from Polson High School presented on the local "Jobs for Montana Graduates" (JMG) Program. Mark is an Alternative Learning Coordinator at PHS and was recently recognized by Montana JMG as one of only eight people to receive the "Outstanding Career Specialist Award." We're incredibly fortunate to have him here in Polson helping our high schoolers! Mark explained the basics of the JMG Program (details can be found on their website here: <http://wsd.dli.mt.gov/jmg/jmg.asp>) JMG targets "at risk" high school students whose teachers and counselors feel could benefit most from the program (they can currently serve up to 32 students in Polson). The

program aims to teach students “life skills” they can utilize in employment or even higher education. Some areas of study include interviewing techniques, job shadowing, career surveys, and healthy lifestyle skills. Mark also showed us a short video that describes the national program, “Jobs for American Graduates”, which gives first hand testimonials as to the effectiveness of the program (<http://www.youtube.com/watch?v=J5N-95H9kx0> ).

While local JMG programs receive some funding, there are many things that the local community can do to help support them. Our JSEC Committee usually sponsors funding for local JMG students chosen to attend the national conference, which they then use to purchase professional clothing (required for part of the conference). Mark said that support is greatly appreciated, but that we can also help by donating our time. Employers are welcome to present to the class about local employment opportunities and what they look for in possible new hires. We can also provide job shadowing opportunities to the students. If you’re interested in doing either of those, please contact Mark at [mrochin@polson.k12.mt.us](mailto:mrochin@polson.k12.mt.us).

Salisha mentioned that Kicking Horse has similar curriculum for their students, which requires them to prepare for employment before graduating. It’s great to see our future workforce getting this much needed training!

**Video Presentation: “Give ‘em the Pickle!”**- We watched a short video on Customer Service, hosted by Bob Farrell, the same mind behind “The Leadership Pickles” video that we watched at last month’s meeting. This video is available for check-out, so please take advantage and show it to all of your staff that provides customer service. It’s an excellent resource!

Take home points:

- Service- Make serving others your top priority. Find out what the customer wants and give it to them (what’s “the pickle” in your business?)
- Attitude – How you think about your customer is how you treat them (they’re the boss). You’re in show business, so play the part!
- Consistency – Great customer service is about ordinary people doing ordinary things extraordinarily well. Set the standard high and keep it that way!
- Teamwork – A team is a group of people who go out of their way to make each other look good.
- Bottom Line: If you’re in customer service, you’re in a unique position to brighten someone’s day. Take care of “the boss” (the customer) and you’ll never go wrong!

**Next Meeting: Tuesday, November 12<sup>th</sup>, 8:30 a.m., Three Wolves Cafeteria at Salish Kootenai College** (cafeteria is located in building #61 on this campus map: <http://campus.skc.edu/>). Please let us know if you need directions! The buffet line will be open for those who would like to have breakfast. Agenda to follow in a few weeks.